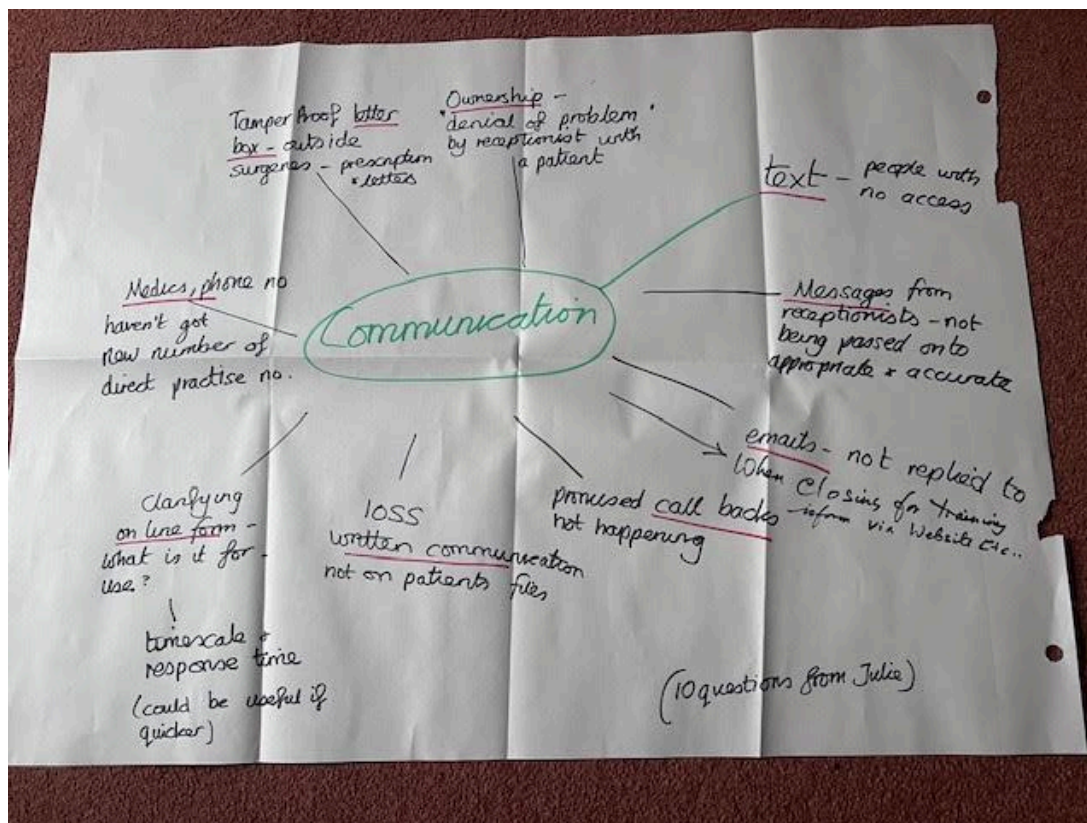


Patient Participation Group Meeting  
Ariel Healthcare  
Minutes of Meeting

<b>Location - Essex House</b>	<b>Date: Thursday 11th January 2024</b>
<b>Staff Present</b>	<b>PPG Members Present</b>
	David Crozier, Roy Harkness, Karen Henning, Tracy Richards, Sue Pargeter, Paul Brice-Burrows Virtual - Sandra Brocklehurst, Julie Stefano, Richard Bridger
Apologies - Pauline Laughton, Kate Forsyth, Holly Richards	

### Agenda Items

- Minutes proposed and seconded.
  
- Items from last meeting - ~What is happening about the proposed new site? How many doctors are now employed by Ariel Heath?  
Participants that showed an interest in joining PPG but have not attended any meetings - need to be email and see if they still want to remain on the PPG or leave. Diana Griffith has changed surgery and would like to be removed from PPG. A few of the name plates were incorrect - please could these be amended.
  
- The survey results were studied and there were 3 main areas that need to be addressed and looked at in more detail.
  1. Communication
  2. Appointments
  3. Prescriptions.
  
- Communication was then mind-mapped and the problem broken up into key areas. Results see below -  
These areas are to be discussed with Laura and Ben and results at the next meeting.



- A.O.B

- 1 Problem with booking routine appointments for the future.
- 2 Correct person not ringing back patient
- 3 Possibility of a link that could be sent to the patient to be completed with further information if required.
- 4 A flow chart of how the practice handles phone calls etc.
5. Patient access not being updated
6. What are the names of the doctors now employed by PPG?
7. It was believed that the practice is being ran in a chaotic way.
8. It was also mentioned that it is an 'offence' that patients do not have a named GP.
9. Complaints to Practice Manager not being responded to with the 21 day response time.
10. Why does the practice close for training on a regular basis?
11. Blood test patients are having to go to Musgrove when a test is needed urgently prior to a hospital appointment.
12. Please can the 10 questions from Julie Stefano Firefighting sheet be answered.

**Next Meeting Thursday 8th February 2024 7pm at St Mary's  
Site**